



# PEPC QUICK START GUIDE

for

## Step 7 – Comment Analysis

### What does this Quick Start Guide cover?

1. Reviewing correspondence received from the public
2. Entering correspondence submitted outside the PEPC system (e.g., letter, fax, email)
3. Managing codes to use in organizing comments
4. Using the New Coding Tool
5. Tracking public requests
6. Creating comments from public correspondence
7. Developing concern statements from comments
8. Drafting responses to concerns
9. Generating reports to use in analyzing comments

# Step 7 – Comment Analysis

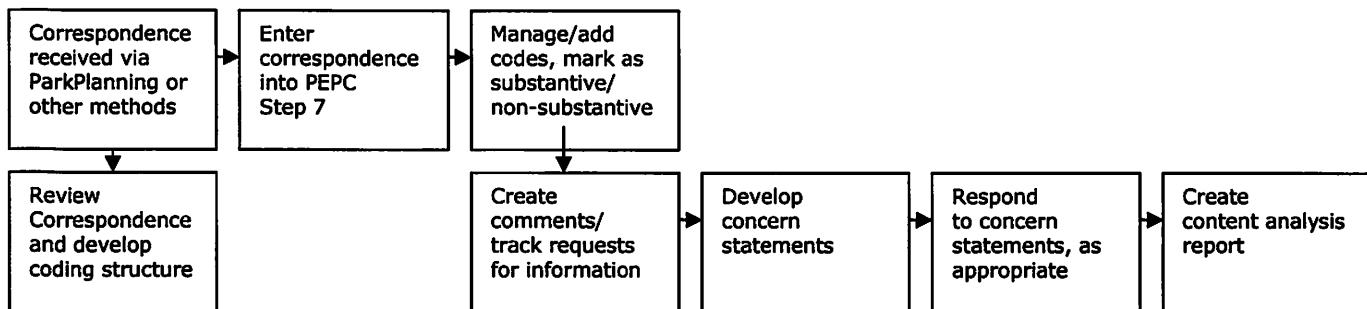
## PEPC as a Public Involvement Tool

*Public Access to NPS Documents* - PEPC Step 7 allows NPS the opportunity to provide the public with unprecedented, easy access to documents which we would like to share with stakeholders. It is an effective tool that can be used to meet the public involvement requirements identified in Director's Order 12.

*Comment Analysis and Response* - Analysts can use PEPC Step 7 to sort correspondence, identify and analyze public comments, and create responses to substantive concerns raised by the public when appropriate. Step 7 helps organize and store all comments and can help identify form letters as they are received. Once correspondences are in the PEPC system, it is easy to flag the substantive comments from each piece of correspondence received. Codes (which represent topics or subject matters) are used within PEPC to categorize comments within a correspondence. Once coding is completed, similar substantive comments are compiled into "concern statements." Analysts can then use Step 7 to capture responses to numerous comments addressing the same issue.

PEPC facilitates the analysis of comments by eliminating the tedious job of hand sorting and consolidating piles of hard copy correspondence. Step 7 helps streamline the response process by storing all comments electronically in a centralized location, where they can be accessed and responded to by all members of the project team. PEPC then generates reports to use to track comment analysis progress and to include in NEPA documents.

## The Public Comment Analysis Process Using PEPC



**Click on Step 7 in the left navigation.** The list of public documents associated with that project will appear as shown below. These documents will most likely have been posted to the public PEPC site under Step 6 Public Communication. Step 6 is where you create the project home page and other public pages describing your project's planning process and public review opportunities. However, you can also post a document for review under Step 7 by following the instructions below.

## What can you accomplish under Step 7 – Comment Analysis?

<b>7 Public Documents &amp; Comment Analysis</b>	
♦ Public Documents List	List of Public Documents.
♦ Document Details	View document description, review dates, and associated files for a document posted to the public site.
♦ Correspondence	Enter, search for, and review correspondence submitted for the document you are working with.
♦ (New) Coding Tool	Code comments by highlighting and adding codes.
♦ Comments	View or search through public requests tracked from correspondence by request type, date, or status.
♦ Concerns	View or search through comments from correspondence by status, organization, date, comment code, or substantive status.
♦ Responses	View or download a statistical report listing comments and correspondence by code, code status, organization type, etc.
♦ Public Requests	Develop or search through concern statements that summarize the voice of the public to streamline the response process.
♦ Content Analysis Report	Prepare or search through responses to concern statements.
♦ Sub/Non-Sub Report	Generate a report of substantive or non-substantive comments to use in drafting responses.
♦ Index By Org. Type Report	View a list of correspondence and their associated comment codes by organization type.
♦ Index By Code Report	View a list of correspondence and their associated organizations by comment code.
♦ Concern Response Report	View responses and representative quotes from correspondence by concern statement.
♦ Manage Codes for Entire Project View   Edit	Set-up coding structure to use in categorizing comments and to streamline the response process.
♦ Entire Project Code Analysis Report	Generate a report that lists the total number of correspondence and the number of comments under each code.
♦ Demographics Report	Generate a report of all correspondence received, including full correspondence text.



## Comment Analysis

### 1. Reviewing correspondence received from the public

During the public comment period, correspondence should be periodically reviewed to begin to understand the subject matters that are of public concern. By reviewing correspondence as they come in, the team can begin to identify codes to be used to analyze comments and create concern statements; and can begin to strategize about ways to address the concerns (e.g., getting more information if necessary to support the analysis).

Correspondence can either be submitted:

- 1) directly into PEPC by the public through the public PEPC web site (<http://parkplanning.nps.gov>), or
  - 2) via other means (e.g., letter, comment cards, public meetings). The team must enter these correspondences into the PEPC system as described below in "2. Entering correspondence submitted outside the PEPC system."
- All correspondence submitted needs to be reviewed. Reviewing correspondence entails reviewing information about the author of the correspondence, the type/date of the correspondence, the text of the correspondence, and requests for information, as shown below. Then the comments within correspondence are pulled out for coding, summarized with concern statements, and responded to, as appropriate (e.g., when substantive comments have been submitted to during review of a DEIS).

1.1: To review correspondence, click the **Public Document** you wish to review in the document list.

**PEPC**  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home: [WRST > McCarthy Creek Temporary Access \(10006\)](#)

**Public Documents** [Create Public Document](#)

Documents List (found total ' 2 ' )  
(Note: Only Regional and Park Administrators can delete documents.  
Only documents without 'Review Start' and 'Review End' Dates and without correspondence can be deleted.)

Order	Action	Document/Project	Published to Public:	Yes	No	Review Dates
1	<input type="checkbox"/>	Project Home Page	Yes			Posted 03/11/2014
2	<input type="checkbox"/>	McCarthy Creek Temporary Access	No			01/24/04 - 02/23/04
	<input checked="" type="checkbox"/>	Finding of No Significant Impact for McCarthy Creek Temporary Access	Yes			

**Public Document List**

Project Public Description for [ParkPlanning.nps.gov](http://ParkPlanning.nps.gov) Project Homepage:

Dear Public Reviewer,

The National Park Service has prepared an environmental assessment for proposed temporary access to two inholdings on McCarthy Creek in Wrangell-St. Elias National Park and Preserve. The environmental assessment is available for review at the following website:

[www.nps.gov/wrst/plan.htm](http://www.nps.gov/wrst/plan.htm)

Public comments on the environmental assessment will be accepted from January 24 to February 23, 2004. Written comments may be addressed to:

Gary Candelaria, Superintendent  
Wrangell-St. Elias National Park and Preserve  
Post Office Box 439  
Copper Center, Alaska 99573

1.2: Click the **Correspondence** link in the left navigation. The Correspondence List will appear (shown below). Here you can view a list of all correspondence or search all correspondence by filtering options.

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Planning, Environment and Public Comment

National Park Service

U.S. Department of the Interior

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Project Home

[WRST > McCarthy Creek Temporary Access \(10008\) > Public Documents > McCarthy Creek Temporary Access](#)

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

Correspondence

[Enter More](#) [Print Results](#)

Search

Author Last Name:

(Matches Last Name in Author's Last Name. No spaces allowed)

Org. Type:

All

Organization:

Review Status:

All

Form Letter:

All

Corr.Type:

All

Date From:

Date To:

Corr. ID:

Master ID:

Sort By:

Correspondence ID

Keyword:

Search

Public Document List

Document 10007:

Document Details

Correspondences

Comments

Concerns

Responses

Public Requests

Content Analysis Report

Sub/Non-Sub Report

Index by Org Type Report

Index by Code Report

Concern/Response Report

Manage Codes for Entire Project

Entire Project Code Analysis Report

Demographics Report

Correspondence List (found total ' 254 ')

1 - 50 of 254

Go To #

GO

ID	Action	Correspondence Starting Text	Author	Received Form Letter	Status
1		The Park Service must comply with their mandate to prevent impairment... The purpose and need of	Kate Taylor The Wilderness Society P - Conservation/Preservation	02/17/04 No	Reviewed
2		No mention of other forms of oversnow transport... Under Alternative A, I see no mention of pack	Ed LaChapelle I - Unaff.	02/11/04 No	Reviewed
3		personal opinion	Bill Massengale I - Unaff.	02/11/04 No	Reviewed
4		personal opinion supporting NPS	Kim A Morse I - Unaff.	02/05/04 No	Reviewed
5		EA comments	Janice Stuart US Army Corps of Engineers F - Federal Government	02/26/04 No	Reviewed
6		personal opinion	John Markot I - Unaff.	02/27/04 No	Reviewed
7		questions on permit stipulations	Papa Pilgrim I - Unaff.	01/27/04 No	Reviewed
8		EA comments	Steven Borell Alaska Miners Association B - Business	02/20/04 No	Reviewed

1.3: Click the magnifying glass to view an individual correspondence.

1.4: The correspondence page that appears (shown below) provides the following information:



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Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home: [WRST > McCarthy Creek Temporary Access \(10003\) > Public Documents > McCarthy Creek Temporary Access > Correspondence](#)

**1 Project Setup** **Correspondence (6)** [Enter View](#) [Edit](#) [Print](#) [Back To List](#)

**2 Funding**

**3 Internal Scoping / IDT tasks**

**4 Natural/Cultural Compliance**

**5 Internal Documents / Comments**

**6 Public Communication**

**7 Public Documents & Comment Analysis**

**8 Close Project**

**Author Information**

Keep Private: No  
Name: John Markot  
Organization: I - Unaffiliated Individual  
Organization type: 123 4th St.  
Address: Midland, TX 79921  
USA  
E-mail:

**Correspondence Information**

Status: Reviewed  
Date Sent: 02/22/2004  
Number of Signatures: 1  
Contains Request(s): No  
Notes: ALRA questionnaire

**Park Correspondence Log:**

Date Received: 02/22/2004  
Form Letter: No  
Type: Other

**Correspondence Text**

I am writing to comment on the McCarthy Creek Temporary Access plan.

You cleared 2 miles of wilderness around the Pilgrim's property without assessing damage to the environment, proving your regard is not for the environment. You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing that there was no problem with crossing the streams, again showing an agenda other than a regard for the environment. You have set standards of travel equivalent to those required to cross virgin tundra when this is an 80-year-old pre-existing grave road, even calling the tunnels and old bridging "cultural relics" that they must avoid when there are part of the road.

**Add Comment**

Comment Text:  
2,500 char. max.

[Add Comment](#) characters left

**Comments**

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
<a href="#">View</a>	47841	You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing that there was no problem with crossing the streams, again showing an agenda other than a regard for the environment.	Coded	W-1100	<a href="#">Code</a>	

**Request Text**

No Request Text Found.

**Add Public Request**

Request Type:

Request Text:

[Save Request](#)

**Public Requests**

ID	First 30 Characters	Type	Status	Edit
No public requests have been identified in this correspondence.				

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author contact information (if provided),

These fields cannot be edited if the correspondence was submitted over the web.

correspondence information (date received, correspondence type, and form letter indication)

correspondence text (text submitted from which specific comments are pulled from and coded to issue topics for response),

comments (team pulls these from the correspondence text and codes them to particular issue topics), and

requests for information (team pulls these from the correspondence text and tracks their resolution).

## 2. Entering correspondence submitted outside the PEPC system (e.g., hard copy letter, comment forms, meeting transcripts)

Although the goal of the NPS is for the majority of public comments to be entered directly into PEPC by the commenters, the team may still need to enter correspondence received from sources outside PEPC (e.g., hard copy letter, comment forms, meeting transcripts).

2.1: To enter correspondence, click the **Correspondence** link under Step 7 on the left navigation menu.

2.2: Click **Enter More** at the top right-hand corner to open the Enter Correspondence page (next page).

**PEPC**  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home [McCarthy Creek Temporary Access \(10006\) > Public Documents > McCarthy Creek Temporary Access](#)

**Correspondence** [Enter More](#) [Print Results](#) [Help \(?\)](#)

**Search**

Author Last Name:  (Matches Last Name in Author's Last Name. No spaces allowed)

Org. Type:  All  Date From:

Organization:  Date To:

Review Status:  All  Corr. ID:

Form Letter:  All  Master ID:

Corr.Type:  All  Sort By:  Correspondence ID

Keyword:

**Correspondence List (found total ' 254 ')** [Go To #](#) [GO](#)

ID	Action	Correspondence Starting Text	Author	Received	Form Letter	Status
1		The Park Service must comply with their mandate to prevent impairment... The purpose and need of	Kate Taylor The Wilderness Society P - Conservation/Preservation	02/17/04	No	Reviewed
2		No mention of other forms of oversnow transport... Under Alternative A, I see no mention of pack	Ed LaChapelle I - Unaff.	02/11/04	No	Reviewed
3		personal opinion	Bill Massengale I - Unaff.	02/11/04	No	Reviewed
4		personal opinion supporting NPS	Kim A Morse I - Unaff.	02/05/04	No	Reviewed
5		EA comments	Janice Stuart US Army Corps of Engineers F - Federal Government	02/26/04	No	Reviewed
6		personal opinion	John Markot I - Unaff.	02/27/04	No	Reviewed
7		questions on permit stipulations	Papa Pilgrim I - Unaff.	01/27/04	No	Reviewed

**Public Document List**

**Document 10007:**  
Document Details  
[View](#) [Edit](#)

**Correspondences** (New) Coding Tool  
Comments  
Concerns  
Responses  
Public Requests  
Content Analysis Report  
Sub/Non-Sub Report  
Index by Org Type Report  
Index by Code Report  
Concern/Response Report



**PEPC**  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home [McCarthy Creek Temporary Access \(10006\) > Public Documents > McCarthy Creek Temporary Access](#)

**Correspondence** [Enter More](#) [Print Results](#) [Help](#)

**1 Project Setup** **Enter Correspondence**

**2 Funding** \* indicates required field to Save [Save](#) [Cancel](#) [Clear](#)

**3 Internal Scoping / IDT Tasks** **Choose Master Form Letter**

**4 Natural/Cultural Compliance** **Form Letter Status:** This is NOT a Form Letter [Instructions for Form Letters](#)

**5 Internal Documents / Comments** **Author Information**

**6 Public Communication** **Keep Private:** ☐

**7 Public Documents & Comment Analysis** **Unknown:** ☐

**Public Document List** **First Name:**

**Document 10007:** **MI:**

**Document Details** **Last Name:**

**View | Edit** **Organization:**

**Correspondences** **Member** ☐ **Official Rep.** ☐

**(New) Coding Tool** **n/a**

**Comments** **Organization Type:** I-Unaffiliated Individual

**Concerns** **Address 1:**

**Responses** **Address 2:**

**Public Requests** **City:**

**Content Analysis Report** **State/Province:**  If outside the US, please select 'Non-US'

**Sub/Non-Sub Report** **State/Province:**  Required if 'Non-US'

**Index by Org Type Report** **Postal Code:**

**Index by Code Report** **Country:** United States of America

**Concern/Response Report** **E-mail:**

**Manage Codes for Entire Project** **View | Edit**

**Entire Project Code Analysis Report** **Correspondence Information**

**Demographics Report** **Form Letter:**

**8 Close Project** **Status:** New  **Park Corr. Log:**

**Print Forms** **Type:**  **# of Signatures:** 1

**Date Sent:**

**Date Received:**

**Notes:**

**Correspondence Text:**

**Attachments**

**No Attachments Found**

**Add File:** [Choose File](#) No file chosen

**File Description:**

[Add File](#)

[Save](#) [Cancel](#) [Clear](#)

**2.3: Fill in** the required fields and others as appropriate to track author information (e.g., name, organization and organization type) and correspondence information (# of signatures, status, type, etc.).

If the letter is a form letter, select the appropriate **form letter designation** from the drop down menu. A "master form letter" is typically the first correspondence received for a form letter campaign. Other correspondence is designated as a form letter under this master template so that the comments from those duplicate letters only need to be analyzed once.

*Note: You will want to be cautious in choosing a master form letter. Sometimes commenters tweak form letters. Choose the letter that most closely aligns to the majority of form letters received.*

Use the **Unknown** checkbox if the commenter did not provide a First or Last Name. Enter N/A for no address.

The **Number of Signatures** field can be used if the letter was signed by more than one person.

*Note: When you are manually entering correspondence, you can enter both the **Date Sent** and the **Date Received**. Only the date received is a required field though.*

**2.4: Enter Correspondence Text.** Hard copy correspondence can be scanned and converted into an electronic format to be copied and pasted directly into PEPC. Converted text should be reviewed for accuracy.

**2.5: Save** your work by clicking the **Save** button. This is a very important step on all PEPC pages!



### **3. Manage codes to use in organizing comments**

When correspondences are submitted on a document, it is possible to streamline the comment analysis process by organizing all the similar comments together and, when appropriate, responding to them once. In PEPC, "codes" are used to represent a particular topic (e.g., purpose and need, alternatives). The team can identify codes based on the major issues addressed in the planning document, scoping reports, and issues raised in correspondence.

Tip: It is recommended that the team review a cross section of public comments and modify the code structure as necessary. If you have multiple people that will be coding, it is strongly recommended that the team understand and discuss the codes before coding begins. This will allow for consistent coding and minimize quality checks that occur after coding is complete. Codes can be added anytime throughout the project as comments are pulled from correspondence. However, if you have a team of people coding you will want to limit the number of codes added after coding has begun, or at least ensure that the entire team has a good understanding of each new code.

Once the code structure is set, particular comments from correspondence are coded according to topic and the team then develops concern statements under each code (steps that are described below).

*Note: Codes are managed and used for the entire project. For example, you can choose to collect comments during scoping and use PEPC to organize those comments to help guide the scoping process. Then during the draft EIS stage, you can choose to use some or all of those same codes again that were used to analyze the scoping comments. Although you don't delete codes previously used, you can pick and choose what you want to use for your next document. The codes that you choose not to use again will not appear on your code list, but none of your previous scoping analysis will be lost.*

3.1: Before you can begin to code public comments, you must assign codes to use for the project. To add codes, click the **Edit** link under **"Manage Codes for Entire Project."**

3.2: To **add codes**, you can add Project Codes or use codes from the Park/National Code List.

Tip: You will probably want to brainstorm and write out your code structure outside of PEPC before entering the codes into the system.

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Planning, Environment and Public Comment

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Project Home: [WRST > McCarthy Creek Temporary Access \(10008\)](#)

**Manage Codes for Entire Project** [Help\(?\)](#)

- 1 Project Setup
- 2 Funding
- 3 Internal Scoping / IDT Tasks
- 4 Natural/Cultural Compliance
- 5 Internal Documents / Comments
- 6 Public Communication
- 7 Public Documents & Comment Analysis
- 8 Close Project

**Add A Project Code**  
(Code should be all capital letters followed by number no spaces or dashes i.e. AL2000)

Code: \*

Description: \*

**Add Project Code**

**Project Code List** (found total '4')

Use	Code	Description	Substantive	Edit	Delete
<input checked="" type="checkbox"/>	AC1000	Access Standards	<input type="checkbox"/>	<a href="#">Edit</a>	<input type="checkbox"/>
<input type="checkbox"/>	AL5000	Alternatives: Permit Conditions	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	VC24000	Affected Environment: Water Resources	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	WH1100	Fisheries	<input type="checkbox"/>	<a href="#">Edit</a>	<input type="checkbox"/>

**Park/National Code List** (found total '131')

Use	Code	Description	Scope	Substantive
<input checked="" type="checkbox"/>	AE1000	Affected Environment: Geologic Resources	National	<input type="checkbox"/>
<input checked="" type="checkbox"/>	AE10000	Affected Environment: Rare Or Unusual Vegetation	National	<input type="checkbox"/>
<input checked="" type="checkbox"/>	AE11000	Affected Environment: Species Of Special Concern	National	<input type="checkbox"/>
<input type="checkbox"/>	AE12000	Affected Environment: Wildlife And Wildlife Habitat	National	<input type="checkbox"/>
<input type="checkbox"/>	AE13000	Affected Environment: Cultural Resources	National	<input checked="" type="checkbox"/>
<input type="checkbox"/>	AE14000	Affected Environment: Historic Structures	National	<input type="checkbox"/>
<input checked="" type="checkbox"/>	AE15000	Affected Environment: Archeology Resources	National	<input type="checkbox"/>

1) Add project-specific codes by entering a unique code and description and clicking **Add Project Code** after each entry (codes will individually appear under the Project Code List in the middle of the screen) Refer to the Help link (PEPC guide) in the upper right-hand corner of the Manage Codes screen for more guidance on creating codes.

2) Add codes from the **Park/National Code List** found at the bottom of the page by clicking the appropriate box to add a checkmark under the "Use" column.

Be sure that the codes you add are consistent with the existing numerical system for easier coding and sorting later on.

3.3: Click **Save** to save all additions/changes before moving to another screen.

Tip: If you are entering a good number of Project codes, it is a good idea to **intermittently save**, to prevent from losing any data! Clicking the Add Project Code button does not actually save your new code. Clicking the Save button is what saves data to the PEPC database.



3.4: Once you save, you can review your entire list of project and national codes from the **Code List**.

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Project Home

[WRST > McCarthy Creek Temporary Access \(10006\)](#)

[Manage Codes for Entire Project](#)

[Edit Codes](#)

1 Project Setup

2 Funding

3 Internal Scoping / IDT Tasks

4 Natural/Cultural Compliance

5 Internal Documents / Comments

6 Public Communication

7 Public Documents & Comment Analysis

8 Close Project

Code List (found total '23' are in Use)

Code	Description	Scope	Substantive
AC1000	Access Standards	Project	No
AE1000	Affected Environment: Geologic Resources	National	No
AE10000	Affected Environment: Rare Or Unusual Vegetation	National	No
AE11000	Affected Environment: Species Of Special Concern	National	No
AE15000	Affected Environment: Archeology Resources	National	No
AE2000	Affected Environment: Soils	National	Yes
AE22000	Affected Environment: Visitor Use	National	No
AE4000	Affected Environment: Floodplains	National	No
AE5000	Affected Environment: Wetlands	National	No
AL1000	Alternatives: Elements Common To All Alternatives	National	No
AL3000	Alternatives: Envir. Preferred Alt./NEPA § .101&102	National	Yes
AL4000	Alternatives: New Alternatives Or Elements	National	Yes
CR4000	Cultural Resources: Impact Of Proposal And Alternatives	National	No
GA1000	Impact Analysis: Impact Analyses	National	Yes
MT1000	Miscellaneous Topics: General Comments	National	Yes
ON1000	Other NEPA Issues: General Comments	National	No
PN5000	Purpose And Need: Regulatory Framework	National	Yes
VC24000	Affected Environment: Water Resources	Project	Yes
VR4000	Vegetation And Riparian Areas: Impact Of Proposal And Alternatives	National	Yes
VS4000	Visitor Conflicts And Safety: Impact Of Proposal And Alternatives	National	Yes
WH1100	Fisheries	Project	No
WH4000	Wildlife And Wildlife Habitat: Impact Of Proposal And Alternatives	National	Yes
WQ4000	Water Resources: Impact Of Proposal And Alternatives	National	No

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**Note:** Codes can be marked **Substantive** or **Non-substantive**. Although soliciting public comment is not a "vote" of how many support or oppose an action, sometimes gathering a feeling for this can be useful in the planning process. You can decide to mark a code as non-substantive to track these comments. Or, you can choose to not code non-substantive comments, as we are only required to address, and when appropriate respond to, substantive comments.

It is not recommended to code all comments as substantive as current guidance promotes leaner NEPA documents.

**Substantive Comments** are comments that do one or more of the following:

- question, with reasonable basis, the accuracy of information in the EIS.
- question, with reasonable basis, the adequacy of environmental analysis.
- present reasonable alternatives other than those presented in the EIS.
- cause changes or revisions in the proposal.

In other words, they raise, debate, or question a point of fact or policy. Comments in favor of or against the proposed action or alternatives, or comments that only agree or disagree with NPS policy are not considered substantive (non-substantive).



## Creating comments from public correspondence

Now that you have entered public correspondence into PEPC and created your code structure, you can proceed to identify specific pieces of that correspondence that need attention (i.e., must be coded and categorized for responses). To respond to the substantive points a commenter makes in a piece of correspondence, PEPC allows the analyst to pull or create a "comment" from the correspondence text.

A "comment" is a select portion of text from a piece of correspondence. Comments are categorized or "coded" to a particular issue topic and if substantive, will later be compiled with other similar comments under the same code to create concern statements for NPS response.

Tip: To help ensure that all newly created comments are assigned a code, it is suggested that you code immediately after creating a comment, as shown below.

- One way to review the correspondence is by using the **(New) Coding Tool** to code comments from correspondences. Click on the '(New) Coding Tool' in the left navigation. **(New) Coding Tool**

The screenshot shows the PEPC (Planning, Environment and Public Comment) web interface. The header includes navigation links like 'Exclude Form Letters', 'Show Incomplete Only', 'Go', 'Previous', and 'Next'. The main content area displays a correspondence text about the McCarthy Creek Temporary Access. A portion of the text is highlighted in yellow. To the right of the text is a list of codes, including AC1000, AE1000, AE10000, AE11000, AE15000, AE2000, AE22000, AE4000, AE5000, AL1000, AL3000, AL4000, CR4000, GA1000, MT1000, ON1000, PN6000, VC24000, and VR4000. Below the list is a 'Selected Codes' section with a 'Double Click to Remove' button. At the bottom, there is a 'Coded Comments' table with columns for ID, Comment, Code, Code Details, and Rep Quote. The table shows a single entry with ID 10069 and Code MT1000. The interface also includes a 'Save Comment' button and a 'Representative Quote' checkbox.

4.1 Select or highlight the text from the Correspondence.

4.2 The text will automatically populate in the **Selected Text** box below.

4.3 Select your code by **double clicking** on the preferred code.

4.4 The code will populate in the **Selected Codes** box below.

4.5 Choose radio buttons for **Reviewed once coded**, and check the box for **Representative Quotes** if this text is representative of others for this code.

4.6 Select the **Save Comment** button.



4.7 The coded comments will appear in the **Coded Comments** box below with **ID, Comment, Code, Code Details** and whether or not it's a **Representative Quote**.

4.8 Use the **Previous** and **Next** buttons to navigate through the correspondence, or enter a correspondence id and click the **Go** button to navigate to a particular correspondence.

4.9 Use the 'Exclude Form Letters' checkbox to navigate through correspondence not marked as form letter. Use the 'Show Incomplete Only' checkbox to show only correspondence still marked as New.

## 5.0 An alternate method for coding comments is by viewing the correspondence and moving text into the comment text box.

PEPC  
Planning, Environment and Public Comment

Home | Parks | Project Search | Reports | Tools | Admin | Logout

Project Home: WBS1 > McCarthy Creek Temporary Access (10000) > Public Documents > McCarthy Creek Temporary Access > Correspondence

1 Project Setup: Correspondence (6) [Enter More] [Edit] [Print] [Back to List]

2 Funding: Author Information

3 Internal Scoping / IDT Tasks: Keep Private: No; Name: John Markot

4 Natural/Cultural Compliance: Organization: I - Unaffiliated Individual; Organization Type: 123 4th St, Midland, TX 79921, USA

5 Internal Documents / Comments: Address: 123 4th St, Midland, TX 79921, USA

6 Public Communication: E-mail:

7 Public Documents & Comment Analysis: Correspondence Information

8 Public Documents: Status: Reviewed; Date Sent: 02/22/2004; Park Correspondence Log: Date Received: 02/27/2004

Document 10007: Number of Signatures: 1; Form Letter: No

Document Details: Contains Request(s): No; Type: Other

View | Edit

Notes: ALRA questionnaire

Correspondence Text

I am writing to comment on the McCarthy Creek Temporary Access plan.

You clearcut 2 miles of wilderness around the Pilgrim's property without assessing damage to the environment, proving your regard is not for the environment. You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing that there was no problem with crossing the streams, again showing an agenda other than a regard for the environment. You have set standards of travel equivalent to those required to cross virgin tundra when this is an 80-year-old pre-existing gravel road, even calling the tunnels and old bridging "cultural relicts" that they must avoid when there are part of the road.

Add Comment

Comment Text: 2,500 char. max.

You needlessly subjected the fish in McCarthy Creek to electrical shock when Alaska State Fisheries had already stated in writing that there was no problem with crossing the streams, again showing an agenda other than a regard for the environment

Add Comment

characters left

Concerns

Responses

Public Requests

Content Analysis Report

Sub/Non-Sub Report

Index by Org Type Report

Index by Code Report

Concern/Response Report

Manage Codes for Entire Project

View | Edit

Entire Project Code Analysis Report

Demographics Report

Close Project

Comments

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
View	47841	You needlessly subjected the fish in McCarthy Creek to	Coded	WH1100	Code	

5.1: To review correspondence, click the **Correspondence** link in the left navigation menu and click the magnifying glass icon next to the correspondence to review.

5.2: To create a comment from the correspondence text, highlight the text addressing a particular issue under "correspondence text," and copy or drag the selected text into the "comment text" area.

5.3: Click the **Add Comment** button. The comment will then appear under the "Comments" list for that correspondence. The comment will be added to the list.

5.4: From list, click the **Code** button to the right of the comment. Add a code by selecting the appropriate **code** and clicking the **Add Code** button.

*Note: You can code a comment to more than one code. In some cases, this may be necessary, since you have to capture enough of the comment (e.g., sentence or paragraph) to understand the context. Within that selected piece of text, the commenter could bring up multiple issues. However, use caution when multi-coding, as you don't want to be responding to the same issue in multiple places. This can be avoided if the full team has a good understanding of what should be covered under each code.*



Correspondences  
Comments  
Concerns  
Responses  
Public Requests  
Content Analysis Report  
Sub/Non-Sub Report  
Index by Org Type Report  
Index by Code Report  
Concern/Response Report  
Manage Codes for Entire Project  
Entire Project Code Analysis Report  
Demographics Report  
Close Project

Coder Name: MADELYN CARPENTER  
Formerly labeled User

Add Code  
To select multiple codes, use the CTRL key.

Code: AC1000 (N) - Access Standards  
AE1000 (N) - Affected Environment: Geologic Resources  
AE1000 (N) - Affected Environment: Rare Or Unusual Vegetation  
AE11000 (N) - Affected Environment: Species Of Special Concern  
AE15000 (N) - Affected Environment: Archeology Resources  
AE2000 (S) - Affected Environment: Soils  
AE22000 (N) - Affected Environment: Visitor Use  
AE4000 (N) - Affected Environment: Floodplains  
AE5000 (N) - Affected Environment: Wetlands  
AL1000 (N) - Alternatives: Elements Common To All Alternatives  
AL3000 (S) - Alternatives: Envir. Preferred Alt./NEPA § 101&1...  
AL4000 (S) - Alternatives: New Alternatives Or Elements

Add Code Manage Codes

Codes

Code	Description	Concern	Response	Representative Quote	Delete
WH1100 (N)	Fisheries	14019	10474	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VC24000 (S)	Affected Environment: Water Resources	<input type="checkbox"/> Create	N/A	<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel

5.5: Representative quotes are used to select those comments that best capture the issue described in a comment. If the comment is a representative quote, click the check box in the **Representative Quote** column of the "Codes" table for that comment. You can select multiple representative quotes for a code. Then when you are creating concern statements, you can choose the best representative quotes per code for each concern statement from the ones you selected here.

*Note: The Create Concern checkbox can be used to streamline the Step 7 analysis for smaller projects. Use this checkbox to create a concern statement verbatim from your selected comment.*

5.6: **Save** your work by clicking the 'Save' or 'Save and Next' button. [Save](#) [Save and Next](#)

## 6. Tracking public requests

Often, the public will submit requests for information within the text of their correspondence. For example, the public may ask for the comment period to be extended, or ask to receive a hard copy of the document or previous analyses. Many of these requests will require a response from park staff.

It is important to respond to public requests for further information during the course of the public comment period, not after the comment period closes. By tracking the requestor's contact information, the request date, and the status of the response, PEPC can help facilitate timely responses to public requests.

Public Documents & Comment Analysis

Public Documents  
Document 10007:  
Document Details  
View | Edit  
Correspondences  
Comments  
Concerns  
Responses  
Public Requests  
Content Analysis Report  
Sub/Non-Sub Report  
Index by Org Type Report  
Index by Code Report  
Concern/Response Report  
Manage Codes for Entire Project  
View | Edit  
Entire Project Code Analysis Report  
Demographics Report  
Close Project

Correspondence Information

Status: Reviewed  
Date Sent: 02/05/2004  
Number of Signatures: 1  
Contains Request(s): No  
Notes:

Park Correspondence Log:  
Date Received: 02/05/2004  
Form Letter: No  
Type: E-mail

Correspondence Text  
personal opinion supporting NPS

Add Comment  
Comment Text:  
2,500 char. max.

Add Comment characters left

Comments

View	ID	Comment	Status	Assigned Code(s)	Code	Delete
<input checked="" type="radio"/>	10010	personal opinion supporting NPS	Coded	MT1000	<a href="#">Code</a>	

Request Text  
No Request Text Found.

Add Public Request  
Request Type: Document  
Request Text:

Save Request

Public Requests

ID	First 30 Characters	Type	Status	Edit
No public requests have been identified in this correspondence.				

6.1: Since requests should be tracked while reviewing correspondence as they come in, PEPC allows you to pull public request text from the correspondence text on the correspondence page. Again, to review correspondence, click the **Correspondence** link under the left navigation menu and click the ID for the correspondence you are reviewing. The correspondence page will appear as shown (partial).

6.2: To track a public request in PEPC, select the **request type** (document, immediate attention, information, mailing list, other) from the pull down menu.

*Note: If you mark a request Immediate Attention, the person identified as the Immediate Attention Request Recipient under your park's Lookup Table will receive the request by email. They can appropriate assign who should respond to the request.*



**STEP 6.3:** Highlight the text under “correspondence text” that explains the request and copy or drag it into the **Request Text** area. (Or, you can enter your own text into the Request Text box.)

**STEP 6.4:** Click the **Save Request** button.

The request will then appear under the “Public Requests” list at the bottom of that correspondence’s page and under the document’s Public Requests link in the left navigation bar of Step 7.

**6.5:** To view the full list of public requests received under your document, click the **Public Requests** link on the left navigation menu.

**6.6:** Click the **ID** for the request you wish to respond to. You can also search or filter all requests by date, request type, and status.

ID	Type (Correspondence ID)	Request Date	Status
10001	Other (19)	03/01/2004	In Process
10002	Other (19)	03/01/2004	In Process
19824	Document (5)	08/29/2007	Resolved

Use this list to track the public requests received and their resolution.

**Author Information**

First Name: Janice  
MI:  
Last Name: Stuart  
Organization: US Army Corps of Engineers  
Address 1: PO Box 6698  
Address 2:  
City: Elmendorf AFB  
State/Province: AK  
Postal Code: 99506  
Country: United States of America  
E-mail:

**Request Information**

Request Date: 08/29/2007  
Status: Resolved  
Type: Document  
Request Text: Please send a hardcopy document to my agency.

**Resolution Information**

Date Resolved: Aug 29 2007  
Resolved By: Julie E Fleming  
Action: Julie mailed the document as requested.

**6.7:** To update a request and its resolution, click **Edit** to review the request. This page shows the author information from the correspondence the request was pulled from and the request text.

**6.8:** Fill in the **Date Resolved**, **Resolved By**, and **Action** fields after you have responded to the request.

**6.9:** **Save** the request. The request status will automatically be changed to **Resolved** if you have filled in the Date Resolved.

*Note: If a request has not been acted upon in 48 hours (i.e., does not have a Date Resolved and is still marked New), PEPC will send an email to the person identified as the Unaddressed Request Recipient in the park's Lookup Tables. Work with your Park Administrator to ensure that this person is identified and kept current.*



## 7. Developing a concern statement from comments

Concern statements are another feature of Step 7 that allows the analyst to summarize what the public is concerned about. It is common that more than one commenter will have the same idea but phrase it in a different way. PEPC helps to streamline the process of analyzing many comments that are virtually the same by allowing analysts to create "concerns." As appropriate, the analyst can then work with their project team to respond to concern statements, rather than to multiple comments that say the same thing.

Once comments are coded, a concern statement is used to summarize comments under that code. Each code can have one or more concern statement depending on how the comments within that code vary and what kinds of responses they warrant. Each of these concern statements is then responded to.

**7.1:** Before creating a concern statement for a particular code, you should review all of the comments listed under that code. To do so you can view comments under the **Comments** link on the left navigation menu by code, or you can run a report that filters the substantive comments by clicking the **Substantive/Non-Substantive Report** on the left navigation menu. From those two pages, you can filter all comments by code, to view all the comments under a particular issue. These filters can be very useful if you have multiple staff members responding to comments. For example, your Fisheries Biologist can log into PEPC and filter out all of the comments coded to the Fisheries code. Concern statements only need to be created for substantive comments. Project teams have latitude to create concerns of non-substantive comments to help

communicate with decision-makers, but these do not require a response.

**7.2:** After reviewing the comments under the code you are working with, click the **Concerns** link. Then click the **Create Concern** link to develop a concern that summarizes a set of comments under a specific comment code.

The screenshot shows the PEPC web application interface. The left navigation menu has a 'Concerns' link highlighted with a red circle. The main content area shows a 'Concerns List' with a note: '(Note: Only Region Admins and Park Admins have the right to Delete a Concern. Only concerns that have not been responded to can be deleted. Thanks for your cooperation.)' The 'Create Concern' link is also highlighted with a red circle in the top right of the main content area.

**7.3:** After selecting the code for which you will be creating a concern (you will be prompted to do this), you will see the Create Concern screen. Enter the **concern statement** text.

**7.4:** To select a **representative quote(s)** to associate with this concern statement, select the 'Use' check box next to the representative quote(s) that best characterize the public's comments on the issue you just summarized.

**7.5:** Click **Save** and your concern statement will appear under the "All Concerns with Code" list at the bottom of the screen, where it can be edited and its review status is listed.

The screenshot shows the 'Create Concern' screen in the PEPC application. The 'Concern Statement' field is highlighted with a red circle and contains the text: 'A few commenters noted that the impact to fisheries from electric shock was not necessary given that the state had already stated...'. Below this, the 'Representative Quotes' section shows a list of quotes with a 'Use' checkbox next to each. The 'Save' button is highlighted with a red circle. At the bottom, a table titled 'All Concerns with Code: WH1100 (N) - Fisheries' shows the newly created concern with ID 14019, status 'In Process', and analyst 'Ruffner, Madelyn'.



*Tip: You can use the Concern Status field to track progress and mark concerns as In Process or Complete. This can be useful particularly if others are reviewing your concern statements or for you to track which codes or concerns you are still working on.*

## 8. Respond to a concern

Each substantive code should now have one or more concern statements that require further consideration by or a response from the team. A **response** addresses the comments summarized by a concern. Responses should clearly explain, in plain language, how the NPS addressed the concern, or if appropriate, why the concern was not addressed.. Responses can point the commenter to particular sections of the document for more information but should provide a comprehensive response to the comment.

8.1: First you should review all the concerns under the code you are working with. From the **Concerns** page, select the code you are working with and click **Search**. A list of all concern statements drafted for that code will appear.

Select the ID under the Concern List for the specific concern you would like to respond to.

8.2: Click **Create Response** in the upper right-hand corner.

**PEPC**  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home [Go back](#)

[NCCA > High Mountain Lakes Fishery Management Plan/EIS \(10007\) > Public Documents > Draft Mountain Lakes Fishery Management Plan/EIS Document > Responses](#)

**1 Project Setup** [Create Response](#)

**2 Funding**

**3 Internal Scoping / IDT Tasks** [Concern Statement](#)  
Several commenters are concerned about the costs of implementing components of the plan, including fish removal, adaptive management, and monitoring. There are no managerial or fiscal assurances that any long-term management policy could be successful.

**4 Natural/Cultural Compliance** [Representative Quotes](#)

Comment ID	Representative Quote
The associated concern contains no Representative Quotes.	

**5 Internal Documents / Comments**

**6 Public Communication**

**7 Public Documents & Comment Analysis**

**Public Documents**

**Document 11559:**  
[Document Details](#)  
[View | Edit](#)

Correspondences  
Comments  
Concerns  
**Responses**  
Public Requests  
Content Analysis Report  
Sub/Non-Sub Report  
Index by Org Type Report  
Index by Code Report  
Concern/Response Report

**Manage Codes for Entire Project**  
[View | Edit](#)

**Entire Project Code Analysis Report**

**Demographics Report**

**8 Close Project**

**\* indicates required fields to Save**

**Code:** AL 1300 - Common to All Action Alternatives- Adaptive Management

**Status:** In Process

**Completed Date:** (mm/dd/yyyy)

**Responder:** Shannon Kruse

**Response:**

**Notes:**

[Add Management Notes File](#)

**Title:**

(You may enter a link to a file on another server OR choose a file to upload)

**Link Location:** (Links start with http:, https:, ftp:, or \\)

**File:** [Browse...](#) (Files should not be larger than 5MB)

[Add File](#) [Instructions for Linking or Uploading a file](#)

**List of Management Notes Files**

Order	Title	Delete
No files have been added.		

[Save](#) [Cancel](#)

From the Response Edit page, you can review the text of the concern statement and representative quote text to help you in drafting your response.

**8.3: Fill in** the response text and any other appropriate information (e.g., **response status** "in process" or "complete", completed date, attach notes).

**8.4: Click **Save**** to save your response.



## 9. Generating reports to use in analyzing comments

It is important that all commenters can track how NPS treated their correspondence and how we responded. This is also critical for the a decision file to show due diligence in involving the public in NPS's NEPA process. The following reports primarily help NPS track its progress in entering correspondence, creating comments, and coding them:

- Content Analysis Report – shows the distribution of comments by code and status and the distribution of correspondence by correspondence type (e.g., web, letter), organization type, state, and country. This report is very useful in determining who is commenting on your document and what issues they are commenting on.
- Substantive/Non-substantive Report – provides a filter of comments by whether they are substantive or not and can be sorted by code. This report is useful when drafting concern statements.

Other reports are more useful for the public to understand how its correspondence was considered and how NPS responded to substantive comments. These reports are the:

- Index by Organization Type Report – provides a list of the organizations by organization type and the codes their comments were coded to.
- Index by Code Report – provides the list of codes and the organizations that had comments coded to those codes.
- Concern Response Report – provides the final response document. Organized by code, this report contains all concern statements and responses, and includes representative quotes marked as "used."
- Demographics Report – provides a list of commenters who submitted correspondence, including full correspondence text and other identifying information.

PEPC  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Project Home  
WRST > McCarthy Creek Temporary Access (10009) > Public Documents > McCarthy Creek Temporary Access

**Concern Response Report** Excel Word HTML print version

**Report Criteria**

Code: All  
\*\*Blue codes in drop down list denote codes with unused supporting quotes

Fields to show:

Notes: ☐

Concern ID: ☒

Concern Statement: ☒

Representative Quotes: ☒

Unused Representative Quotes: ☒

Corr. ID: ☒

Comment ID: ☒

Organization: ☒

Organization Type: ☒

Response: ☒

Generate Report

Public Document List

- Document 10007:
  - Document Details
  - View | Edit
  - Correspondences
  - (New) Coding Tool
  - Comments
  - Concerns
  - Responses
  - Public Requests
  - Content Analysis Report

Each of these reports can be found under Step 7 in the left navigation menu.

For example, to generate the entire Concern Response Report which provides the responses for each concern statement under each code, click the **Concern Response Report** link on the left navigation menu.

**Download or print** the report in Excel, Word, or HTML.

You can also **Filter** the report by Code and **select fields** to display on the report.

The demographics report can be accessed by clicking **Demographics Report** on the left navigation menu under Step 7 for your document. You can choose the fields you wish to display. For correspondence, you can choose None (no correspondence text), All (all correspondence text including all form letters), Non-form letters (all correspondence text including non-form letters and the unique master form letters). Click **Generate Report**.

Download or print our report in Excel, HTML or Word..

*Note: Commenters can choose whether to keep their name, street address, and email information private or not. If they choose to keep their information private, it will not appear on your demographics report.*

**PEPC**  
Planning, Environment and Public Comment

Home | Parks | Project / Search | Reports | Tools | Admin | Logout

Reports > Demographics

**Report - Demographics**

**Report Criteria**

Park: Grand Canyon NP

Project ID: 19398

Document ID:

Correspondence ID:

Org. Type: All

Affiliation: All

Receipt Date From:

Receipt Date To:

Correspondence #: From: To:

**Fields to show:**

City: ☐

State: ☐

Country: ☐

Zip Code: ☐

Email: ☐

Organization: ☐

Project Title: ☐

**Correspondence:**

None ☒

All ☐

Non-form letters ☐

(including unique masters)

Generate Report

Questions? Contact your park or regional administrator as listed under the "contact" link above the login box on the PEPC login page.



## **PEPC STEP 7 FAQs**

### **How do I view all of the correspondence received for a project?**

Use the Demographics report located in the reports tab along the top of the page as well as within Step 7, check the box after specifying the park, project ID and document ID (if desired). The output from this report will allow you to view the full text of every piece of correspondence that has been entered into PEPC.

### **What if I have a small project? Do I have to use Step 7 for the comment analysis?**

Step 7 is not required. You may choose to analyze comments in any way you see fit, and Step 7 is one tool to help you address the public's concerns. However, if a project receives many pieces of correspondence, it may be to the park's benefit to use Step 7, as it automates the process and allows for easy output of tables and documents that would otherwise have to be created manually.

**\*NEW\*** Additional functionality has been added that allows parks/projects that receive very few comments to respond to each comment individually. To do so, after coding the comment, check the box labeled "Create Concern." Then, you can go directly to the Responses link and respond to the concern (comment).

### **What do I do with correspondence that was not submitted electronically?**

If Step 7 is being used, this correspondence must be entered into the system manually. If the letter is typed, time may be saved by scanning the letter and cutting and pasting this into the system. The original can be uploaded as an attachment to the correspondence. If the letter is handwritten, the main comments can be typed in manually and the original document can be uploaded as an attachment.

### **Should an alternate email address be provided to the public as an additional pathway to submit comments?**

There is no need to provide additional methods for commenting electronically. It is recommended that you do NOT also provide an email address for commenting, as this is unnecessary and it can be an onerous task to enter emails into PEPC manually later. You also take a risk that the email box may be overwhelmed.

### **My project is in the public scoping phase and PEPC only generates reports with fields for responses. Can I use PEPC for public scoping?**

Yes, you can use PEPC for public scoping. The topic questions are especially beneficial for public scoping and the comments are coded to each topic question. Coding and identifying representative quotes are also useful tools for public scoping. Excel report formats allow you to download, remove columns, sort and organize the data.

### **We (park) have specific questions that we would like to get the public's feedback on during the public comment period. Is there a way to customize the electronic comment form?**

Yes, when creating a document that will be posted to the public, there is a text box labeled "Topic Questions." Any questions that are entered in this box will be displayed below the document description on the public site.

**Does PEPC have the ability to identify form letters?**

Yes, as correspondence is being reviewed, you must identify a master form letter(s) in order for the system to be able to automatically identify form letters. Once a master(s) is identified, PEPC will compare the master form letter text to the text of all other correspondence. The matching utility compares strings of data from the master, along with length and distance to determine a match. If the letter is marked as a potential match, it is then necessary for the analyst to open each of the potential form letters and identify whether it is a form letter or not. The comparison tool can assist with this review.

**What if I receive a large number of form letters in the mail? Do these have to be entered separately, one at a time?**

It is up to you (park). If you would like PEPC to maintain an accurate mailing list (through use of the Demographics report), every piece of correspondence must be entered separately. However, if a mailing list is being kept separate from that in PEPC, an alternative method for dealing with these letters would be to count up the number received, enter the first one in PEPC as a master form letter and then in the number of signatures box, enter the number of letters you received.

**How do I view all of the comment text that has been pulled from the correspondence?**

Use the Substantive/Non-substantive (Sub/Non-Sub) report in the left-hand navigation bar. You can choose a certain code to view, or view all comments that were identified as being either substantive or non-substantive.

**Do I have to identify representative quotes? What if my concern statements summarize the public's concerns adequately enough?**

Using representative quotes is optional. For large projects with many comments under one code, or a concern statement that is general, selecting one or many representative quotes may reinforce the ideas of both the code and the concern statement submitted by the public. It is also very useful to have actual comment text within the body of the Concern/Response report for internal purposes when crafting responses to concern statements.

**Why can there be more than one concern statement for each code?**

Depending on the way the coding structure has been set up and whether it is made up of very specific codes, or more general codes, more than one idea may have been brought forth by the public and coded the same way. For example, if a code is identified as AL 5000: New alternatives, there might be two or three new alternatives identified that could be separate concern statements.

**Can I use the same representative quote for multiple concern statements?**

No, a representative quote can only be used for one concern statement. However, before it has been used, it will appear underneath all of the concern statements associated with the specific code. So, if a code has more than one concern statement, the representative quote will appear underneath both of them. Once the representative quote has been used, it will no longer appear under other the other concern statements for that code or any other code.



### How does the system choose matches to a form letter?

The formletter matching utility uses Oracle's Utl.match based on Levenshtein distance algorithm.

#### IF FORMLETTER <= 4000 characters

If the percent match is less than 50%, then it is not considered a match to the Master.

If the distance (which is the number of characters that are different) < 50, then it tests further:

If the percent match is > 60 (less than 50 chars different and more than a 60% match) it is a YES (match).

If the percent match is between 50 and 60 (less than 50 chars different but between 51 and 60% match percentage) it is a POTENTIAL.

If the distance is < 150 characters,

If the percent match is > 85 (less than 120 chars different and more than 85% match) it is a YES (match).

If the percent match is <=85 (less than 120 chars different but 85% or less of a match) it is a POTENTIAL.

If the distance is < 1000 characters,

If the percent match is > 60 (less than 1000 chars different but more than 60% match) it is a POTENTIAL.

Otherwise, not a form letter match.

#### IF FORMLETTER > 4000 characters

It takes a number of strings from the master and looks for them in the one to match, and does a percentage match based on those strings.

# of Characters Different	Percent of Characters Matched (for form letters <= 4000 characters)				
	< 50 %	50% - 60%	60% - 85%	85% - 99%	100%
< 50 chars	No	P	FL	FL	FL
< 150 chars	No	P	P	FL	FL
< 1000 chars	No	No	P	P	FL
> 1000 chars	No	No	No	No	No
No Match					
Potential					
Form Letter					